POSITION CERTIFICATION FOR WORKGROUP MANAGERS
(Information Management Journeyman/Craftsman)

SECTION A: GENERAL

1.   This Air Force Job Qualification Standard (AFJQS) standardizes on-the-job training (OJT) tasks and constitutes an approved training program for the workgroup manager position. The AFJQS is used by unit training managers, supervisors, trainers, trainees, and other training functions to plan, conduct, and document OJT for all AF workgroup managers.

2.   Maintain this AFJQS according to AFI 36-2201, AFI 36-2233, and AFMAN 36-2247. Urgent changes are disseminated via message. Enter additional local tasks in the blank areas on the AFJQS or add forms. Submit recommended AFJQS/AFQTP improvements or corrections to the 81 TRSS Qualification Training Flight (81 TRSS/TSQS, 601 D Street, Keesler AFB MS 39534-2229).

3.   Review Air Force e-Pubs, the official source site for Air Force administrative publications and forms (http://afpubs.hq.af.mil/), to identify current training materials. Use this AFJQS in conjunction with other applicable JQSs or the Career Field Education and Training Plan (CFETP) and locally assigned tasks to identify work center duty positions. Also, use this AFJQS along with other applicable JQSs and the CFETP to evaluate newly assigned personnel and identify individual training requirements.

4.   Tasks listed on the AFJQS are the minimum, mandatory AF training requirements for network professionals. The "X" code in the Core Task column of the AF Form 797 indicates the individual must be trained and certified on that particular task. The "X*" code identifies tasks that may not be common to all duty positions; however, the task must be trained if it is assigned to the individual's duty position. The "%" code in the Core Task column indicates critical tasks. Critical tasks could have a detrimental effect on mission accomplishment if not performed correctly. The "—" code indicates training on this task is a local determination while ensuring 100 percent task coverage within the work center. Trainees must accurately perform each assigned task unassisted according to Training References (TR) before being certified.

5.   The network certification program provides standardized initial and mission qualification training criteria to train military and DoD civilian network professionals. Standardized training is essential due to the complexity of tasks performed in today's Network Control Center (NCC), Network Operations and Security Center (NOSC) and Air Force Network Operations Center (AFNOC). Network professionals work in the following functional areas: Network Administration, Information Protection Operations, Network Management, Help Desk Services, Workgroup Management and Functional System Administration. The functional areas consist of several crew positions identified below.

_____

OPR: HQ AF/SCXFD
OCR: 81 TRSS/TSQO
DISTRIBUTION: X

6.   The Crew Position Code (CPC) table below contains letters that designate the CPC for each task. These codes represent the crew position required to be trained the associated task. The work group manager crew position is further defined immediately following the table.

CREW POSITION CODES

Position Code	Network Crew Position
A	NCC Helpdesk/NOSC Event Manager
B	Messaging Technician
C	Configuration Management Technician
D	Applications Services Technician
E	NCC Infrastructure Technician/NOSC Enterprise Controller
F	Internet Services Technician
G	Boundary Protection Specialist/NOSC Network Defense Controller
H	Vulnerability Assessment Specialist
I	Intrusion Detection Specialist
J	Work Group Manager
K	Functional System Administrator
ALL	All Crew Positions

6.1.   Workgroup Manager (WM) Crew Position. CPC: J. Workgroup managers provide software applications assistance for commonly used office automation applications. Installs and configures client workstations on the LAN, performs initial systems diagnostics and troubleshooting of systems assigned to users and manages print services.

SECTION B: DOCUMENTATION

1.   AFJQS/CFETP tasks are compiled in an automated training management system, such as the Core Automated Maintenance System (CAMS), if available. The system must contain each AFJQS/CFETP title line with appropriate AFJQS/CFETP numbers, titles, and dates. AFJQS/CFETP and automated documentation requirements are listed below. The alphanumeric AFJQS number is converted to a dotted decimal number for use in CAMS. Alphanumeric numbers were converted by retaining the 200 series number and changing the alpha character to the corresponding number, i.e., -200B becomes -200.2 and -201LB becomes -201.12.2.

1.1. Load applicable tasks in the automated training system or identify training requirements by circling the task numbers on each individual's AFJQS/CFETP.

1.2. If task statements contain more than one noun or action verb that precludes certification on the entire task, load/circle the noun or verb to indicate the individual is being trained only on that portion of the task.

1.3. When training is started on a task, enter the start date in the appropriate place. When training is complete, document training and task certification according to local certification procedures.

2.   Use the identification blocks listed below when the trainer is other than the trainee's immediate supervisor.

TRAINEE'S NAME:	INITIALS:	SSN:
TRAINER'S NAME, INITIALS, DATE:		
TRAINER'S NAME, INITIALS, DATE:		
TRAINER'S NAME, INITIALS, DATE:		
TRAINER'S NAME, INITIALS, DATE:		
TRAINER'S NAME, INITIALS, DATE:		

BY ORDER OF THE SECRETARY OF THE AIR FORCE
OFFICIAL

JOHN L. WOODWARD JR., Lt Gen, USAF
Director, Communications and Information

Attachment:

AF Form 797

JOB QUALIFICATION STANDARD CONTINUATION/COMMAND JQS						
		CERTIFICATION				
TASKS, KNOWLEDGE, AND TRAINING REFERENCES	CORE TASK	START DATE	COMPLETE DATE	TRAINEE'S INITIALS	TRAINER'S INITIALS	CERTIFYING OFFICIALS INITIALS
225.4 **WORKGROUP MANAGER POSITION CERTIFICATION REQUIREMENTS** CPC – Crew Position Code						
225.4.1 **INFORMATION ASSURANCE (IA) TRAINING**						
225.4.1.1 Demonstrate understanding of Information Operations Condition (INFOCON) levels, actions to be taken, and up-channel reporting **CPC: ALL** TR: IA Internet Based Training (IBT) INFOCON Course	X					
225.4.1.2 Demonstrate understanding of network system administrator responsibilities pertaining to IA TR: IA IBT System Administration Course **CPC: ALL**	X					
225.4.1.3 Demonstrate understanding of network user responsibilities pertaining to IA **CPC: ALL** TR: IA IBT User Course	X					
225.4.2 **COMPUTER BASED TRAINING (CBT)** TR: AF Standard CBT Courseware						
225.4.2.1 **Internetworking Essentials**						
225.4.2.1.1 Demonstrate understanding of internetworking fundamentals **CPC: ALL** TR: Fundamentals of Internetworking	X					
225.4.2.1.2 Demonstrate understanding of general internetworking principles **CPC: ALL** TR: Internetworking Overview	X					
225.4.2.1.3 Demonstrate understanding of the reasons for internetworking, how networks are connected, and devices used **CPC: ALL** TR: Essentials	X					

TRAINEE NAME (Last, First, MI)	CFETP/JQS NUMBER	PAGE NUMBER
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TASKS, KNOWLEDGE, AND TRAINING REFERENCES	CORE TASK	CERTIFICATION				
		START DATE	COMPLETE DATE	TRAINEE'S INITIALS	TRAINER'S INITIALS	CERTIFYING OFFICIAL'S INITIALS
225.4.2.1.4 Demonstrate understanding of the principles of protocols and the Open Systems Interconnect (OSI) model in context **CPC: ALL** TR: Protocol Layers and OSI Model	X					
225.4.2.1.5 Demonstrate understanding of non-Institute of Electrical and Electronic Engineers (IEEE) Local Area Network (LAN) lower-layer protocols **CPC: ALL** TR: Introduction to Common Networking Protocols	X					
225.4.2.2 **LAN Technologies**						
225.4.2.2.1 Demonstrate understanding of each LAN component **CPC: ALL** TR: LAN Media and Components	X					
225.4.2.2.2 Demonstrate understanding of various LAN Topologies and Techniques **CPC: ALL** TR: LAN Topologies and Techniques	X					
225.4.2.3 **Microsoft (MS) Networking Essentials**						
225.4.2.3.1 Demonstrate understanding of the concept of networking, LANs, Wide Area Networks (WAN), and network applications **CPC: ALL** TR: Network Types	X					
225.4.2.3.2 Demonstrate understanding of a network adapter card **CPC: ALL** TR: Network Adapter Cards	X					
225.4.2.3.3 Demonstrate understanding of network operating systems **CPC: ALL** TR: Network Operating Systems						
225.4.2.3.4 Demonstrate understanding of applications developed for networking environments **CPC: ALL** TR: Implementing Network Applications						

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JOB QUALIFICATION STANDARD CONTINUATION/COMMAND JQS						
		CERTIFICATION				
TASKS, KNOWLEDGE, AND TRAINING REFERENCES	CORE TASK	START DATE	COMPLETE DATE	TRAINEE'S INITIALS	TRAINER'S INITIALS	CERTIFYING OFFICIAL'S INITIALS
225.4.2.3.5 Demonstrate understanding of ways to secure data on a network **CPC: ALL** TR: Data Security						
225.4.2.3.6 Demonstrate understanding of methods used to ensure data integrity in Windows NT **CPC: ALL** TR: Data Integrity						
225.4.2.3.7 Demonstrate understanding of network monitoring and the most common network troubleshooting tools **CPC: J** TR: Network Troubleshooting						
225.4.2.4 **Microsoft Operating System Essentials**						
225.4.2.4.1 Demonstrate understanding of the Windows NT environment **CPC: ALL** TR: MS Windows NT Essentials	X					
225.4.2.4.2 Demonstrate understanding of the Windows 95 environment **CPC: ALL** TR: Essentials of Windows 95	X					
225.4.2.4.3 Examine the software issues involved in migrating to Windows NT **CPC: ALL** TR: Upgrading						
225.4.2.4.4 Explain the technical architecture of Windows NT **CPC: ALL** TR: Architecture						
225.4.2.4.5 Explain how the final design of the protected subsystems emerged **CPC: ALL** TR: Subsystems, Objects and Security						
225.4.2.4.6 Summarize how Windows NT implements processes and threads **CPC: ALL** TR: Managing Processes and Memory						

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JOB QUALIFICATION STANDARD CONTINUATION/COMMAND JQS						
		CERTIFICATION				
TASKS, KNOWLEDGE, AND TRAINING REFERENCES	CORE TASK	START DATE	COMPLETE DATE	TRAINEE'S INITIALS	TRAINER'S INITIALS	CERTIFYING OFFICIALS INITIALS
225.4.2.5 **Windows NT (Server and Workstation)**						
225.4.2.5.1 Describe the Microsoft Windows family **CPC: ALL** TR: Managing Users and Groups						
225.4.2.5.2 Choose a file system **CPC: ALL** TR: Sharing and Securing Network Resources						
225.4.2.5.3 Understand the NT printing model, driver components and configuration **CPC: J** TR: Managing Printing						
225.4.2.5.4 Monitor system and user activity **CPC: ALL** TR: Monitoring and Auditing Resources						
225.4.2.5.5 Understand the NT environment, configuration features, user profiles and system policies **CPC: J** TR: Basic Configuration						
225.4.2.5.6 Understand the NT networking model and network components **CPC: J** TR: Network Configuration						
225.4.2.5.7 Understand NT boot sequence, boot information, function of NT diagnostic utilities, and various troubleshooting resources **CPC: J** TR: Troubleshooting and Optimization						
225.4.2.5.8 Install Windows NT Workstation in multiple configurations **CPC: ALL** TR: Installing and Upgrading NT Workstation						
225.4.2.5.9 List the networks which are supported by NT **CPC: ALL** TR: NT Workstation Networking and Interoperability						

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TASKS, KNOWLEDGE, AND TRAINING REFERENCES	CORE TASK	CERTIFICATION				
		START DATE	COMPLETE DATE	TRAINEE'S INITIALS	TRAINER'S INITIALS	CERTIFYING OFFICIALS INITIALS
225.4.2.5.10 Outline the subsystem architecture of NT **CPC: ALL** TR: Running Applications						
225.4.2.6 **Technical Support**						
225.4.2.6.1 Identify hardware components of the system and necessary setup procedures **CPC: J** TR: Technical Support: PC Configuration I						
225.4.2.6.2 Identify software components of the system and necessary setup procedures **CPC: J** TR: Technical Support: PC Configuration II						
225.4.2.6.3 Dispose of batteries and Cathode Ray Tubes **CPC: J** TR: Technical Support: Safety and Preventive Maintenance						
225.4.2.6.4 Identify common questions that should be asked when determining a customer's hardware and software problems **CPC: J** TR: Technical Support: PC Diagnostics and Repair						
225.4.2.6.5 Describe how the Internet has developed into a worldwide network and explain common internetworking terms **CPC: J** TR: Technical Support: Networking Support						
225.4.2.7 **Microsoft Windows 95 – Service and Support**						
225.4.2.7.1 Outline the steps involved in installing and configuring network components **CPC: A, J** TR: Microsoft Windows 95 - Service and Support: Configuring Network Components						
225.4.2.7.2 Describe the features and functions of the Microsoft operating system family **CPC: A, J** TR: Microsoft Windows 95 - Service and Support: Installation and Deployment						

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JOB QUALIFICATION STANDARD CONTINUATION/COMMAND JQS

TASKS, KNOWLEDGE, AND TRAINING REFERENCES	CORE TASK	CERTIFICATION				
		START DATE	COMPLETE DATE	TRAINEE'S INITIALS	TRAINER'S INITIALS	CERTIFYING OFFICIALS INITIALS
225.4.2.7.3 Summarize Microsoft's Internet strategy **CPC: A, J** TR: Microsoft Windows 95 - Service and Support: Internetworking						
225.4.2.7.4 Describe the Windows 95 file system and the partitioning of hard disks **CPC: A, J** TR: Microsoft Windows 95 - Service and Support: Managing Disks						
225.4.2.7.5 Describe dial-up networking **CPC: A, J** TR: Microsoft Windows 95 - Service and Support: Mobile Support						
225.4.2.7.6 Describe Windows 95 multitasking **CPC: A, J** TR: Microsoft Windows 95 - Service and Support: Running Applications and Printing						
225.4.2.7.7 Show how to configure the Windows 95 desktop **CPC: A, J** TR: Microsoft Windows 95 - Service and Support: Basic Configuration						
225.4.2.7.8 Describe how to implement and maintain interoperability between Windows 95 and Windows NT **CPC: A, J** TR: Microsoft Windows 95 - Service and Support: Integration with NT and NetWare						
225.4.2.7.9 Compare the different user profile types **CPC: A, J** TR: Microsoft Windows 95 - Service and Support: Managing User Profiles and System Policies						
225.4.2.7.10 Discuss the factors affecting system performance **CPC: A, J** TR: Microsoft Windows 95 - Service and Support: Troubleshooting and Optimization						
225.4.2.8 **MS Office 97**						
225.4.2.8.1 Create and edit documents **CPC: J** TR: MS Office 97: Beginning Word 97						

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TASKS, KNOWLEDGE, AND TRAINING REFERENCES	CORE TASK	CERTIFICATION				
		START DATE	COMPLETE DATE	TRAINEE'S INITIALS	TRAINER'S INITIALS	CERTIFYING OFFICIALS INITIALS
225.4.2.8.2 Create and format tables **CPC: J** TR: MS Office 97: Intermediate Word 97						
225.4.2.8.3 Work comfortably in the Excel environment **CPC: J** TR: MS Office 97: Beginning Excel 97						
225.4.2.8.4 Perform operations on ranges and use functions **CPC: J** TR: MS Office 97: Intermediate Excel 97						
225.4.2.8.5 Use and create databases in Access 97 **CPC: J** TR: MS Office 97: Beginning Access 97						
225.4.2.8.6 Use and create forms **CPC: J** TR: MS Office 97: Intermediate Access 97						
225.4.2.8.7 View and create presentations **CPC: J** TR: MS Office 97: PowerPoint 97						
225.4.2.8.8 Describe the essential features of Outlook **CPC: J** TR: MS Office 97: Outlook 97						
225.4.2.9 **Web End-User Publisher**						
225.4.2.9.1 Explain the history of Hyper Text Markup Language (HTML), components of HTML documents and tags **CPC: J** TR: Web Authoring and Publishing: HTML Documents						
225.4.2.9.2 Create and manipulate tables in an HTML document **CPC: J** TR: Web Authoring and Publishing: Web Site Presentation						

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JOB QUALIFICATION STANDARD CONTINUATION/COMMAND JQS

TASKS, KNOWLEDGE, AND TRAINING REFERENCES	CORE TASK	CERTIFICATION				
		START DATE	COMPLETE DATE	TRAINEE'S INITIALS	TRAINER'S INITIALS	CERTIFYING OFFICIALS INITIALS
225.4.2.9.3 Create a basic feedback form **CPC: J** TR: Web Authoring and Publishing: Building Fill-in Forms						
225.4.2.10 **Air Force Information Management Applications**						
225.4.2.10.1 Open a form **CPC: J** TR: IBT – FormFlow 2.15						
225.4.2.10.2 Start the MS Outlook application and logon using the FORTEZZA Card and Personal Identification Number (PIN) **CPC: J** TR: IBT - DMS End Users						
225.4.3 **FORMAL HANDS-ON TRAINING (CLASSROOM)** # NOTE: Commercial courses may be substituted for AF provided formal training.						
225.4.3.1 Successfully complete Windows NT Workstation/Workgroup Manager Course **CPC: ALL** TR: # NCC Training Center	X					
225.4.4 **Construct an NT Workstation**						
225.4.4.1 Prepare workstation hardware **CPC: ALL** TR: MAJCOM/Local Procedures	X/ %					
225.4.4.2 Install NT Workstation Operating System **CPC: ALL** TR: MAJCOM/Local Procedures	X/ %					
225.4.4.3 Install Current Patches **CPC: ALL** TR: MAJCOM/Local Procedures	X/ %					

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JOB QUALIFICATION STANDARD CONTINUATION/COMMAND JQS

TASKS, KNOWLEDGE, AND TRAINING REFERENCES	CORE TASK	CERTIFICATION				
		START DATE	COMPLETE DATE	TRAINEE'S INITIALS	TRAINER'S INITIALS	CERTIFYING OFFICIAL'S INITIALS
225.4.4.4 Configure NT Workstation to communicate on a network **CPC: ALL** TR: MAJCOM/Local Procedures	X/ %					
225.4.4.5 Secure NT Workstation Operating System **CPC: ALL** TR: MAJCOM/Local Procedures	X/ %					
225.4.5 **Construct a Windows 95 Workstation**						
225.4.5.1 Prepare workstation hardware **CPC: ALL** TR: MAJCOM/Local Procedures	X/ %					
225.4.5.2 Install Windows 95 Operating System **CPC: ALL** TR: MAJCOM/Local Procedures	X/ %					
225.4.5.3 Install Current Patches **CPC: ALL** TR: MAJCOM/Local Procedures	X/ %					
225.4.5.4 Configure Windows 95 to communicate on a network **CPC: ALL** TR: MAJCOM/Local Procedures	X/ %					
225.4.5.5 Secure Windows 95 Operating System **CPC: ALL** TR: MAJCOM/Local Procedures	X/ %					
225.4.6 **Computer and Network Fundamentals**						
225.4.6.1 **Install and configure system workstation hardware**						

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TASKS, KNOWLEDGE, AND TRAINING REFERENCES	CORE TASK	CERTIFICATION				
		START DATE	COMPLETE DATE	TRAINEE'S INITIALS	TRAINER'S INITIALS	CERTIFYING OFFICIALS INITIALS
225.4.6.1.1 Connect peripherals (e.g., keyboard, monitor, tape drive, scanners, plotters, etc.) **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.1.2 Connect LAN (i.e., Fiber optic, Thin wire, 10BaseT) **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.1.3 Change Erasable Programmable Read Only Memory (EPROM) password **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.1.4 Disable EPROM password **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.1.5 Boot workstation **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.1.6 Shutdown workstation **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.1.7 Reboot workstation **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.1.8 Connect workstation to Uninterruptable Power Supply (UPS) **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.1.9 Install printer paper, ribbon or toner **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.1.10 Install and configure network interface card (NIC) **CPC: ALL** TR: MAJCOM/Local Procedures	X					

JOB QUALIFICATION STANDARD CONTINUATION/COMMAND JQS

TASKS, KNOWLEDGE, AND TRAINING REFERENCES	CORE TASK	CERTIFICATION				
		START DATE	COMPLETE DATE	TRAINEE'S INITIALS	TRAINER'S INITIALS	CERTIFYING OFFICIALS INITIALS
225.4.6.2 **Perform Disk Management**						
225.4.6.2.1 Format hard drive **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.2.2 Partition hard drive **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.2.3 Detect and compensate for defective sectors on a hard drive **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.2.4 Check for free space on the hard drive **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.2.5 Recover lost data using system utilities **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.2.6 Optimize/allocate disk storage using system utilities **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.2.7 Copy disks manually **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.2.8 Copy disks using system utilities **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.3 **Manage Windows/DOS File Systems**						

JOB QUALIFICATION STANDARD CONTINUATION/COMMAND JQS						
		CERTIFICATION				
TASKS, KNOWLEDGE, AND TRAINING REFERENCES	CORE TASK	START DATE	COMPLETE DATE	TRAINEE'S INITIALS	TRAINER'S INITIALS	CERTIFYING OFFICIALS INITIALS
225.4.6.3.1 Compress and uncompress files **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.3.2 Create directories and subdirectories **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.3.3 Create and copy files **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.3.4 Move files between directories and subdirectories **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.3.5 Remove files, directories, and subdirectories **CPC: ALL** TR: MAJCOM/Local Procedures	X					
225.4.6.3.6 Search for files **CPC: ALL** TR: MAJCOM/Local Procedures	X					

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